

# Products...As-Is...Business Line...Vocational Rehabilitation & Employment

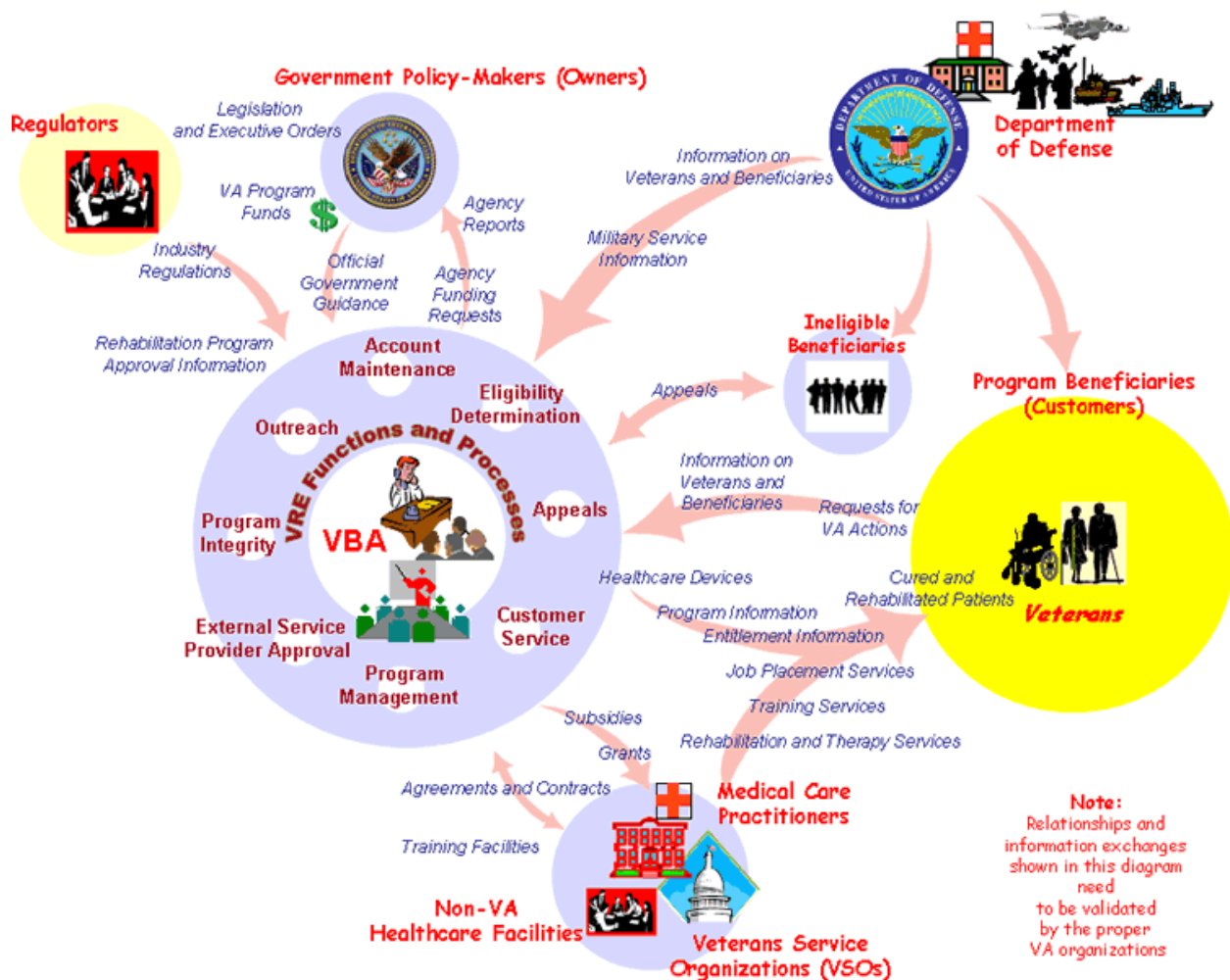
## Table of contents

1 Vocational Rehabilitation & Employment.....	2
1.1 Eligibility Determination.....	11
1.2 Account Maintenance.....	12
1.3 Program Integrity.....	13
1.4 Appeals.....	14
1.5 Outreach.....	15
1.6 Customer Service.....	16
1.7 External Service Provider Approval.....	17
1.8 Program Management.....	17

## 1. Vocational Rehabilitation & Employment

The major functions within this business line are the seven items denoted surrounding "VBA" (the agency responsible for carrying out these actions): Eligibility Determination, Appeals, Customer Service, Program Management, Program Integrity, Outreach, and Account Maintenance. This diagram shows the major stakeholders and some of the relationships between those stakeholders, the agency, and its denoted functions.

*Scroll down for descriptions of objects shown in this diagram. Clicking over a function name can directly bring up related process diagrams and activity descriptions.*



Links to Z11 (listed alphabetically)

Name	Description
Agency Funding Requests	Budget proposals and other forms of requests for funding that VA sends to Congress and other funding approval bodies.
Agency Reports	Standard and ad-hoc reports about VA operations that are prepared and submitted to external organizations and oversight groups.
Agreements and Contracts	Formal agreements and contracts with parties outside VA .
Appeals	Formal requests for reconsideration of eligibility for benefits and services administered by the Department of Veterans Affairs.
Cured and Rehabilitated Patients	People who have availed of the medical, healthcare, and rehabilitation services provided by VA .
Entitlement Information	Information relating to the applicant's entitlement. This information includes the number of months of original entitlement and the number of months of remaining entitlement.
Grants	Grant amounts given to program beneficiaries, service partners, and other entities outside the VA organization.
Healthcare Devices	Hardware and other equipment given by VA to help qualified patients cope with their healthcare problems.
Industry Regulations	Official resource guidelines developed by outside industry regulatory groups.
Information on Veterans and Beneficiaries	Demographic and personal information provided by veterans and other program beneficiaries that are part of VA's information resource.
Job Placement Services	Employment and job placement services available to veterans and other program beneficiaries, service partners, and other entities outside the VA

	organization.
Legislation and Executive Orders	Laws and Executive Orders that either define or limit the scope of VA activities, products and services.
Military Service Information	Information about a military person provided by the Department of Defense that are part of VA's information resource.
Non-VA Healthcare Facilities	State or private-owned hospitals and clinics available as resources for the delivery of veteran healthcare benefits.
Official Government Guidance	Government circulars and other official guidance from external organizations that affect VA's operations.
Program Information	Information about programs administered or implemented by VA .
Public Opinion	Feedback from the general public regarding the operations of the VA or ideas about any of the products and services that VA provides.
Rehabilitation and Therapy Services	Rehabilitation and therapy services available to veterans and other program beneficiaries, service partners, and other entities outside the VA organization.
Rehabilitation Program Approval Information	Institution certifications, licenses, and approval information.
Requests for VA Actions	Information contained in requests for VA action coming from sources external to VA .
Subsidies	Financial subsidies given by VA to State governments and other program partners.
Training Facilities	Classrooms, lecture halls, and other facilities used primarily for education and training purposes.

Training Services	Training and other skills development services available to veterans and other program beneficiaries, service partners, and other entities outside the VA organization.
VA Program Funds	Monetary resource products from external sources for use in funding VA programs.

Links to Z12 (listed alphabetically)	
Name	Description
Account Maintenance	A Case Manager (Counselor) is assigned to support the veteran as the rehabilitation plan is implemented. The case manager will routinely communicate with the veteran, and meet with the veteran in person on a regular basis. The case manager evaluates the veteran's progress with the plan, and assists the veteran in specific elements of the plan, e.g., preparation for job interviews. The case manager can reassess the veteran's status, and authorize changes to services and the rehabilitation plan as needed.
Appeals	A veteran can request that an entitlement determination or any action concerning his case proceed with an administrative review, with his case manager, Director, VRE Service, and may be provided an informal or formal hearing. The veteran can further appeal the outcome of this reconsideration to the Board of Veterans Appeals (BVA). At every stage of this process, VA is required to assist the veteran on preparing his case, and must provide full information and advice in this regard.
Customer Service	There are several methods used to provide information to individual veterans on vocational rehabilitation services. The Rating Board will send a motivation letter to a veteran after making a rating on a specific disability, describing potential services that may be available and the application process. VRE coordinates with VHA to identify veterans when disability cases are identified. Veterans can obtain information through the VA 800 number (used for all services), and individual offices have their own access numbers. Regional offices and VACO respond to email inquiries from veterans. VRE

	participates in “One VA” customer service activities.
Eligibility Determination	Upon receiving a veteran’s application for vocational rehabilitation and employment services, VA will perform a basic eligibility determination based on the veteran’s military service and level of disability (disability rating). Once this determination is made, a more in-depth evaluation is performed to determine entitlement to Chapter 31 services and evaluate the types and extent of benefits to be provided. VA helps the veteran develop the claim, and compiles medical records, special evaluations, test results, and other information to assist the veteran. The decision on services and the plan for rehabilitation is made in concert with the veteran, if possible, through face-to-face meetings or phone communications between the veteran and a VA case manager. The results of the evaluation are officially provided to the veteran in a letter. In addition, the veteran is informed in writing of the rehabilitation plan and services to be provided.
External Service Provider Approval	VA must approve rehabilitation services, education programs, and other support services for use in a specific veteran’s rehabilitation plan. Because the needs of individual veterans are often case-specific, the service-providing organization will often be applying for facility approval for the first time, and/or the case manager must make a specific determination of whether a program meets will meet the needs of a specific veteran. The case manager will be involved in reviewing certifications, licenses, condition of facilities, staff qualifications, and other information on the service provider in making this decision. VRE coordinates approval of conventional education and training programs with VA’s Education function (described in a later section).
Outreach	VRE conducts several outreach activities to make veterans aware of rehabilitation services that are available to them. There are outreach activities at the DOD separation centers to provide information on all VA programs as service members separate. VRE has ongoing partnerships with other federal agencies (DOL and DOD) on their outreach programs. DOD’s “Transportal” site for separating military is linked to the VRE web site. Individual regional office staffs

	participate in local community veteran's events.
Program Integrity	Program integrity and quality assurance are maintained through two levels of review of VRE records. Each regional office randomly selects a percentage of case files for each case manager within each regional office for review. In addition, the VA central office conducts a review of each regional office twice a year. In addition, VRE reviews program and data integrity program-wide.
Program Management	VRE makes projections on expected case volume and support requirements based on Compensation and Pension disability rating actions and new legislation. VRE also uses its Quality Assurance Program and customer service surveys to measure its quality of service delivery.

Links to Z14 (listed alphabetically)	
Name	Description
Department of Defense	An executive department of the U.S. Government consisting of the Secretary of Defense and his office, the War Council, the Joint Chiefs of Staff, Joint Staff and joint agencies, as well as the Departments of the Army, the Navy, and the Air Force. It is headed by the Secretary of Defense.
Government Policy Makers (Owners)	A category of VA stakeholders. Stakeholders falling under this category possess the authority to create and enforce major government policies and regulations that affect the Department of Veterans Affairs.
Ineligible Beneficiaries	Discharged military persons and members of their families who, for various reasons, are not entitled to certain VA benefits and services at a particular point in time.
Medical Care Practitioners	Healthcare professionals who work for, or with, VA

	in the delivery of healthcare products and services under the VA programs.
Program Beneficiaries (Customers)	A category of VA stakeholders. This group of stakeholders is composed of people who are directly served by the VA.
Public	A category of V A stakeholders. Stakeholders falling under this category possess the power to elect people who hold public offices, the ability to pay government taxes, and assist government in other ways.
Regulators	A category of VA stakeholders. Stakeholders that belong to this group possess the authority to develop quality and performance standards that VA needs to uphold.
Veterans	A person who served in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable.
Veterans Benefits Administration (VBA)	The VBA is one of the three Administrations under the VA. VBA provides benefits and services to the veteran population through 58 VA regional offices. Some of the benefits and services provided by VBA to veterans and their dependents include compensation and pension, education, loan guaranty, and insurance.
Veterans Service Organizations (VSOs)	<p>An up-to-date list is available on the VSO internet web site available on the external references tab. Includes State Veteran Administrations!</p> <p>Inclusion of an organization in the directory does not constitute approval or endorsement by VA or the United States Government of the organization or its activities. Some VSOs are "chartered", which means they are federally chartered and/or recognized or approved by the VA Secretary for purposes of</p>



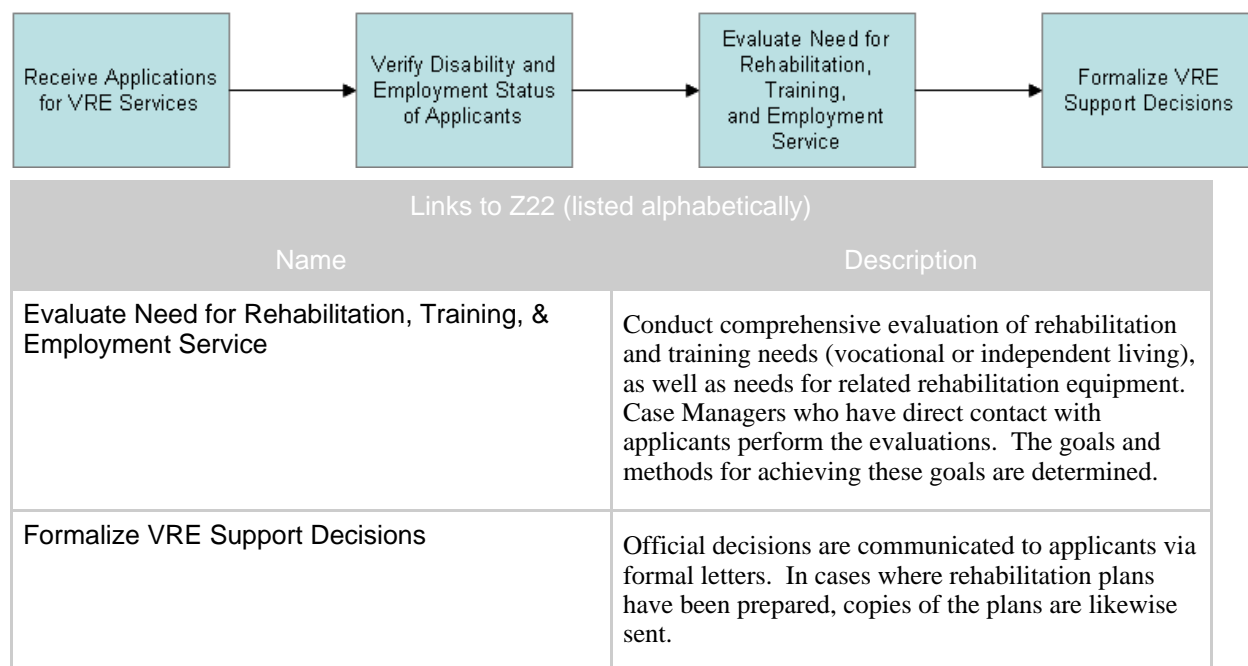
	preparation, presentation, and prosecution of claims under laws administered by the Department of Veterans Affairs. Inclusion of non-chartered organizations does not constitute or reflect VA recognition of said organization and its representatives for purposes of representation of VA claimants.
--	---

Links to Z22 (listed alphabetically)	
Name	Description
Account Maintenance	A Case Manager (Counselor) is assigned to support the veteran as the rehabilitation plan is implemented. The case manager will routinely communicate with the veteran, and meet with the veteran in person on a regular basis. The case manager evaluates the veteran's progress with the plan, and assists the veteran in specific elements of the plan, e.g., preparation for job interviews. The case manager can reassess the veteran's status, and authorize changes to services and the rehabilitation plan as needed.
Appeals	A veteran can request that an entitlement determination or any action concerning his case proceed with an administrative review, with his case manager, Director, VRE Service, and may be provided an informal or formal hearing. The veteran can further appeal the outcome of this reconsideration to the Board of Veterans Appeals (BVA). At every stage of this process, VA is required to assist the veteran on preparing his case, and must provide full information and advice in this regard.
Customer Service	There are several methods used to provide information to individual veterans on vocational rehabilitation services. The Rating Board will send a motivation letter to a veteran after making a rating on a specific disability, describing potential services that may be available and the application process. VRE coordinates with VHA to identify veterans when disability cases are identified. Veterans can obtain information through the VA 800 number (used for all services), and individual offices have their own access numbers. Regional offices and VACO respond to email inquiries from veterans. VRE

	participates in “One VA” customer service activities.
Eligibility Determination	Upon receiving a veteran’s application for vocational rehabilitation and employment services, VA will perform a basic eligibility determination based on the veteran’s military service and level of disability (disability rating). Once this determination is made, a more in-depth evaluation is performed to determine entitlement to Chapter 31 services and evaluate the types and extent of benefits to be provided. VA helps the veteran develop the claim, and compiles medical records, special evaluations, test results, and other information to assist the veteran. The decision on services and the plan for rehabilitation is made in concert with the veteran, if possible, through face-to-face meetings or phone communications between the veteran and a VA case manager. The results of the evaluation are officially provided to the veteran in a letter. In addition, the veteran is informed in writing of the rehabilitation plan and services to be provided.
External Service Provider Approval	VA must approve rehabilitation services, education programs, and other support services for use in a specific veteran’s rehabilitation plan. Because the needs of individual veterans are often case-specific, the service-providing organization will often be applying for facility approval for the first time, and/or the case manager must make a specific determination of whether a program meets will meet the needs of a specific veteran. The case manager will be involved in reviewing certifications, licenses, condition of facilities, staff qualifications, and other information on the service provider in making this decision. VRE coordinates approval of conventional education and training programs with VA’s Education function (described in a later section).
Outreach	VRE conducts several outreach activities to make veterans aware of rehabilitation services that are available to them. There are outreach activities at the DOD separation centers to provide information on all VA programs as service members separate. VRE has ongoing partnerships with other federal agencies (DOL and DOD) on their outreach programs. DOD’s “Transportal” site for separating military is linked to the VRE web site. Individual regional office staffs

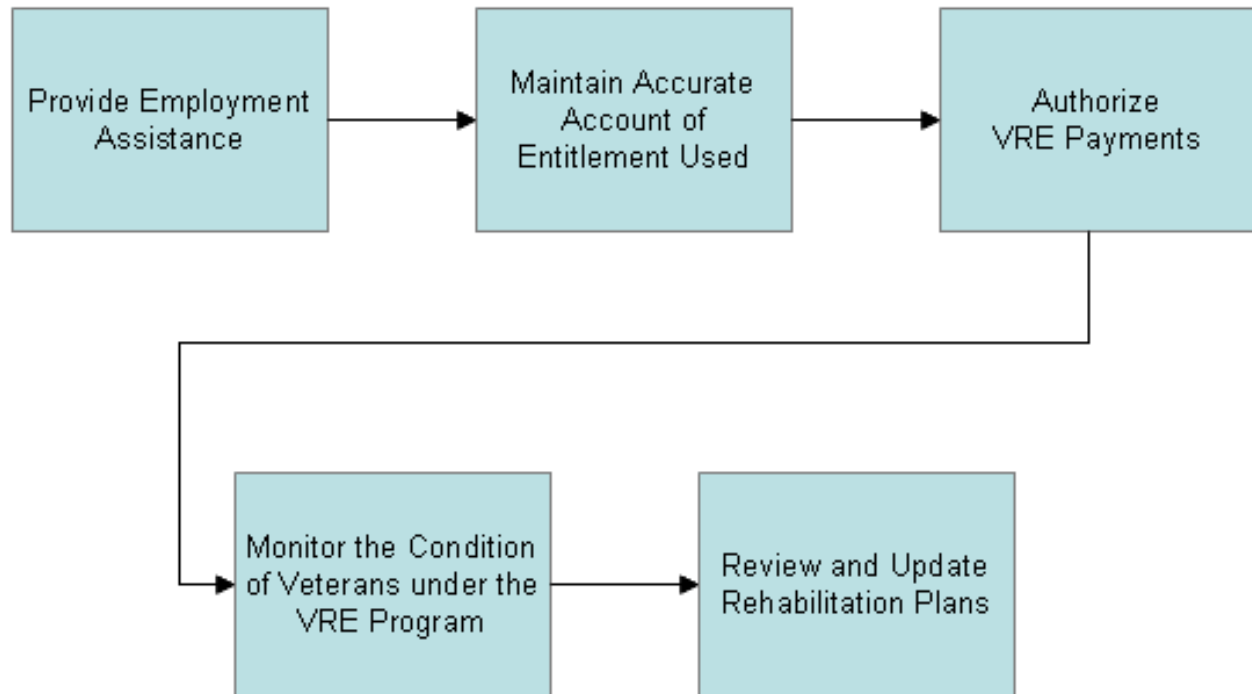
	participate in local community veteran's events.
Program Integrity	Program integrity and quality assurance are maintained through two levels of review of VRE records. Each regional office randomly selects a percentage of case files for each case manager within each regional office for review. In addition, the VA central office conducts a review of each regional office twice a year. In addition, VRE reviews program and data integrity program-wide.
Program Management	VRE makes projections on expected case volume and support requirements based on Compensation and Pension disability rating actions and new legislation. VRE also uses its Quality Assurance Program and customer service surveys to measure its quality of service delivery.

## 1.1. Eligibility Determination



Receive Applications for VRE Services	Receive and process requests for rehabilitation, training, or job placement assistance from veterans. Determine basic eligibility (qualifying service and service-connected disability). Applications may be for training, medical assistance, supportive services, improvements in activities for daily living, equipment or tools, licensure or certification and case management services.
Verify Disability and Employment Status of Applicants	Conduct physical examination and compile other medical records of veterans applying for disability compensation. Determine degrees of disability (disability rating) and VRE eligibility based on the nature of military service of applicants.

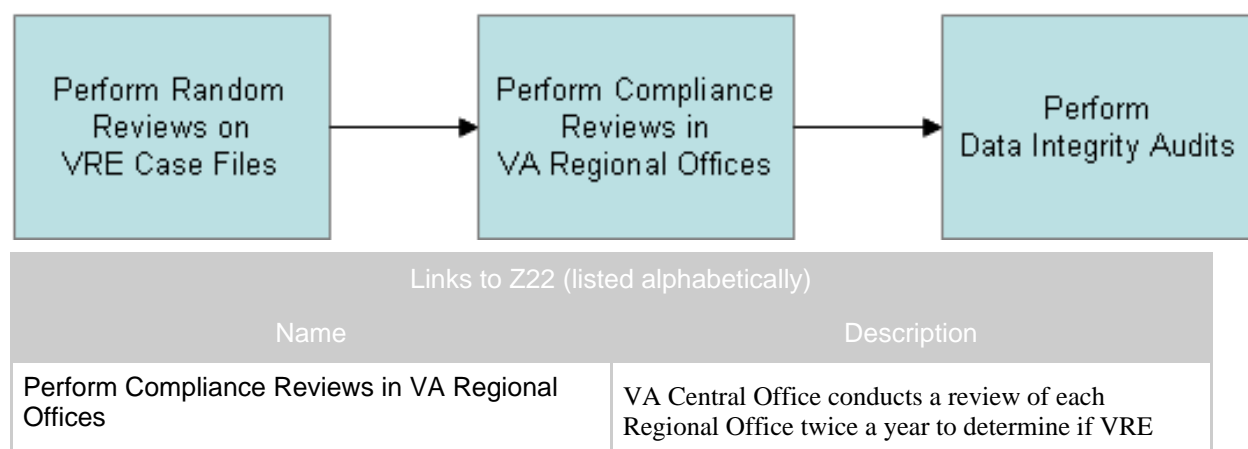
## 1.2. Account Maintenance



Links to Z22 (listed alphabetically)	
Name	Description

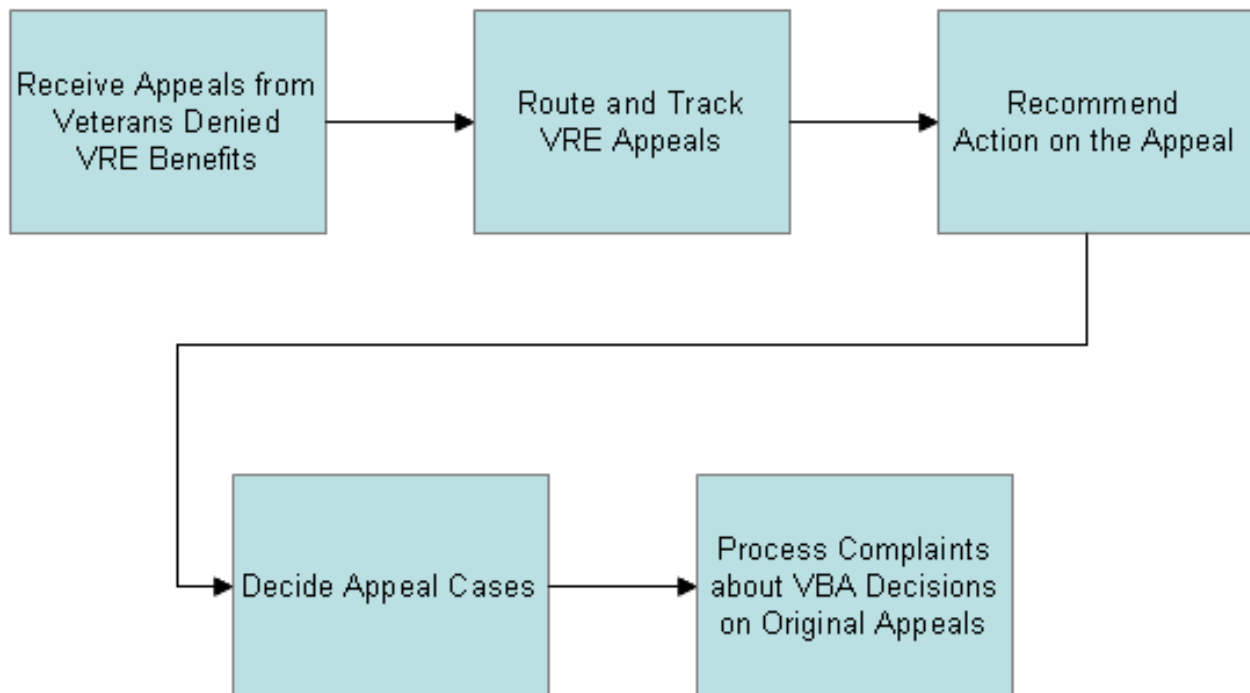
Authorize VRE Payments	Process enrollment certifications provided by training/rehabilitation institutions. Authorize payment for training/rehabilitation institution costs (tuition/fees/supplies, etc.) Authorize payment for other rehabilitation services (medical/supportive).
Maintain Accurate Account of Entitlement Used	Maintain accurate records and notes of rehabilitation and employment entitlements in the electronic case management system.
Monitor the Condition of Veterans under the VRE Program	Establish and maintain post-employment follow-up with veteran/employer through declaration of rehabilitation (outcome).
Provide Employment Assistance	Provide job placement assistance to veterans, especially those who are in the VRE Programs.
Review and Update Rehabilitation Plans	Determine whether veteran's Chapter 31 program will be interrupted or discontinued, due to the Veterans failure to progress toward defined goals or to follow mandatory procedures. If necessary, interrupt or terminate benefits, inform the veteran of the decision, and provide appeal rights.

### 1.3. Program Integrity



	policies and procedures are strictly implemented.
Perform Data Integrity Audits	Perform data quality assessment at Regional Office as part of a program-wide effort.
Perform Random Reviews on VRE Case Files	Random samples of case files are reviewed periodically as part of the audit process. The review results tend to degree by which Case Managers adhere to set policies as they decide individual VRE cases.

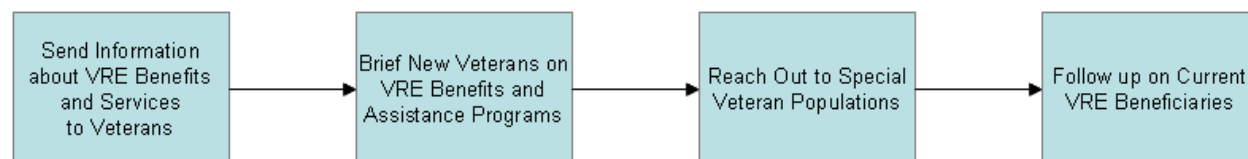
## 1.4. Appeals



Links to Z22 (listed alphabetically)	
Name	Description

Decide Appeal Cases	Board of Veterans Appeals (BVA) receives cases, and reviews and issues decisions to uphold or reverse Case Manager or Regional Director actions.
Process Complaints about VBA Decisions on Original Appeals	Control cases for 150 days following VBA decision for possible appeal to the Court of Appeals of veteran claims.
Receive Appeals from Veterans Denied VRE Benefits	Receive, review and record formal appeals from veterans and their family members.
Recommend Action on the Appeal	The VRE Case Manager performs reviews and issues new decision, at the Regional Office.
Route and Track VRE Appeals	VA Regional Offices (RO) track cases after VRE appeals are received.

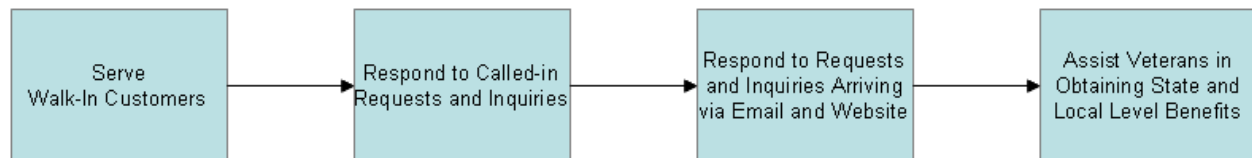
## 1.5. Outreach



Links to Z22 (listed alphabetically)	
Name	Description
Brief New Veterans on VRE Benefits and Assistance Programs	Conduct Transition Assistance Program (TAP), Disability TAP (DTAP) briefings right after separation from military service.
Follow up on Current VRE Beneficiaries	Outreach to veterans who receive new or increased service-connected disability ratings; or who have interrupted/discontinued their programs. Coordinate with DOD and DOL to maximize the services received by veterans.

Reach Out to Special Veteran Populations	The compensation program provides specific outreach to individual veterans, e.g., Agent Orange, Gulf War, other special categories. Individual regional office staffs participate in local community veteran's events.
Send Information about VRE Benefits and Services to Veterans	Termination from active duty triggers mailing of Veterans Assistance Discharge System (VADS) package – For all VA benefits. Initial mailings are done through VADS and initial outreach is performed under the "Veterans Right to Know Act". Provide general information thru various media for the benefit of new and old veterans.

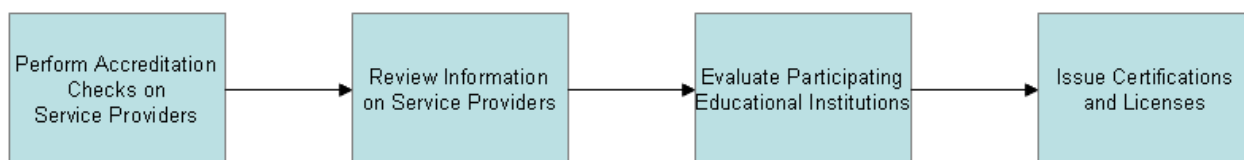
## 1.6. Customer Service



Links to Z22 (listed alphabetically)	
Name	Description
Assist Veterans in Obtaining State and Local Level Benefits	Provide coordination of VRE benefits and services for veterans, with states, and local partner agencies on both state and local level.
Respond to Called-in Requests and Inquiries	Provide VRE information through the VA 800 number (used for all services), and through individual offices that have their own access numbers.
Respond to Requests and Inquiries Arriving via Email and Website	Emails arrive from Consumer Affairs and Regional Office websites. Regional offices and VACO respond to all email inquiries from veterans.
Serve Walk-In Customers	Provide assistance and service to veterans and their family members who visit the VA Regional Offices and other VA sites.

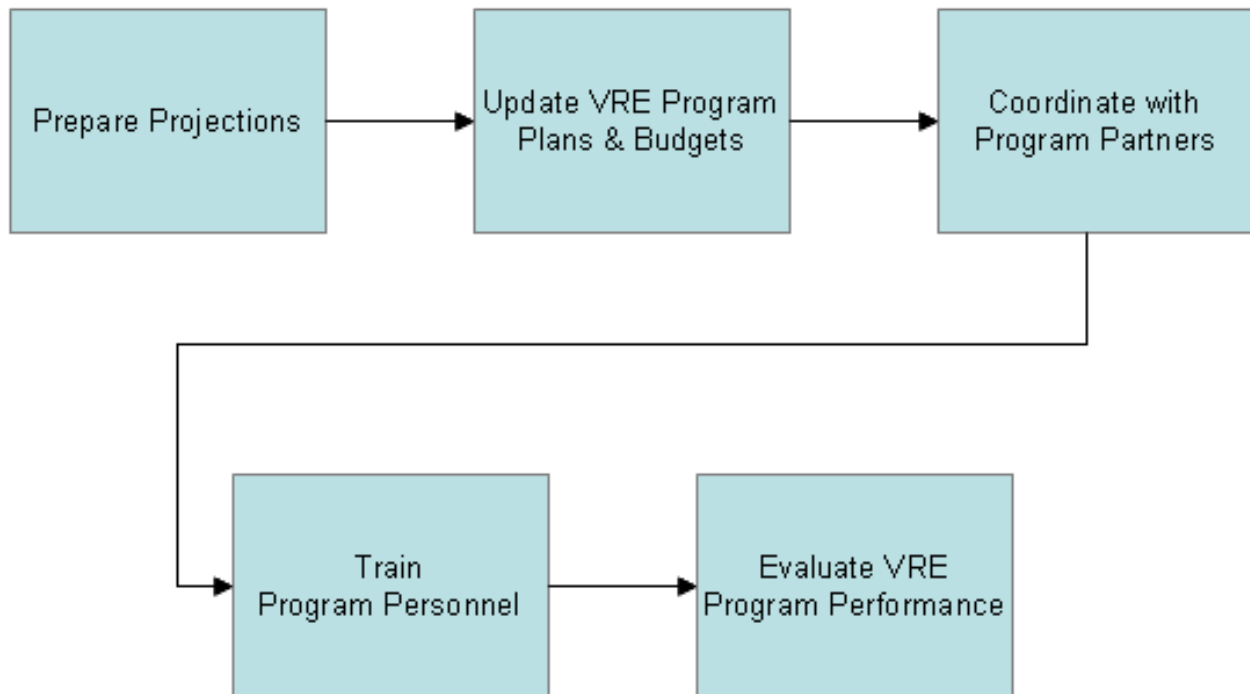


## 1.7. External Service Provider Approval



Links to Z22 (listed alphabetically)	
Name	Description
Evaluate Participating Educational Institutions	VRE coordinates approval of conventional education and training programs with VA's Education function. Provide authorization document to, and receive enrollment certification from, schools certifying officials.
Issue Certifications and Licenses	Formalize acceptance of individual program participants
Perform Accreditation Checks on Service Providers	Evaluate rehabilitation services, education programs, and other support services for use in specific veteran's rehabilitation plans
Review Information on Service Providers	The case manager will be involved in reviewing certifications, licenses, condition of facilities, staff qualifications, and other information on the service provider in making the accreditation check.

## 1.8. Program Management



Links to Z22 (listed alphabetically)	
Name	Description
Coordinate with Program Partners	Coordinate with rehabilitation, education, and employment service partners in providing VRE services to veterans.
Evaluate VRE Program Performance	Establish performance standards and evaluate program operations with the use of these standards.
Prepare Projections	Analyze trends in demand for VRE services.
Train Program Personnel	Implement employee training and development programs.
Update VRE Program Plans & Budgets	Develop plans and budgets based on projected case volumes and support requirements.